

(Currently Amended) 1. A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, the network system further comprising:

a networked server managed by an after-sales-service and customer care (ASCC) center connected through said network system to a customer's computer for ~~having an ASCC server for~~ said customer to select and receive an electronic ASCC voucher from said ASCC center wherein said ASCC voucher defining an ASCC program and representing a value corresponding to a selection and purchase of said ASCC program made by said customer related to sales of said goods-or-services wherein:

said networked server of said ASCC center transmits said electronic ASCC voucher as a computer file ~~are provided for transmitting over said network to said~~ customer's computer ~~customer~~ for said customer to control and transmit said electronic voucher through said network system for paying for said ASCC program to an after-sales-service and customer care (ASCC) provider selected by said customer by using said value represented by said ASCC voucher.

(Currently Amended) 2. The network system of claim 1 further comprising wherein:

an after-sales-service and customer care (ASCC) provider's computer of said after-sales-service and customer care (ASCC) provider ~~selected by said customer connected through an ASCC provider computer~~ to said network system for receiving said electronic ASCC voucher transmitted over said network system ~~transmitted from said customer's computer as a computer file~~ customer for said ASCC provider to carry ~~carrying~~ out said ASCC program for said customer as defined in said electronic ASCC voucher and submitting said voucher from said ASCC provider's computer for receiving a payment according to said value represented by said electronic ASCC voucher.

(Currently Amended) 3. The network system of claim 1 wherein:

said networked server of said after-sales-service and customer care (ASCC) center ~~with said ASCC server is further provided to issue~~ generates and issues an incentive voucher for transmitting to said customer's computer as an incentive voucher computer file for said customer ~~to receive and to reward~~ said ASCC provider selected by said customer according to a value defined by said incentive voucher and according to a customer satisfaction assessment by said customer.

(Currently Amended) 4. The network system of claim 2 1 wherein:

said networked ASCC server of said ASCC center further includes a virtual-direct network communicating processor for establishing a virtual-direct network communication between said customer's computer of said online customer and said ASCC provider's computer of said ASCC provider selected by said customer to arrange for said ASCC program and for transmitting said electronic ASCC voucher over said network system.

(Currently Amended) 5. The network system of claim 4 wherein:

said networked server of said ASCC center comprising said virtual-direct network-communication processor further comprises a stream-socket processing program for providing stream-sockets for connecting network messages transmitted between said customer's computer of said online customer and said networked ASCC server of said ASCC center and between said ASCC provider's computer of said ASCC provider ~~computer~~ and said networked ASCC server of said ASCC center to establish a stream-socket connected direct communication between said online customer and said ASCC provider selected by said customer.

(Currently Amended) 6. The network system of claim 1 wherein:

said networked ASCC server of said ASCC center further includes an ASCC database for keeping a record related to and defined by said ASCC program.

(Currently Amended) 7. The network system of claim 6 wherein:

said networked server of said ASCC center comprising said ASCC database further includes a database manager for organizing said record kept in said ASCC database according to said online GSP, said online customer and said ASCC provider selected by said customer.

(Currently Amended) 8. A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, further comprising wherein:

a GSP server connected to said network system and managed by said online GSP wherein said GSP server further includes ~~a GSP server having~~ an electronic ASCC voucher issuing processor for generating a plurality of electronic ASCC vouchers to allow said customer to select and obtain an electronic ASCC voucher transferred through said network system to said customer as a computer file wherein:

said electronic ASCC voucher as computer file transmitted through said network system defining a value for payment of an ASCC program related to sales of said goods-or-services ~~wherein said electronic ASCC vouchers are provided for transmitting over said network to said customer~~ for said customer to control and transmit said electronic ASCC voucher for paying to an after-sales-service and customer care (ASCC) provider selected by said customer for said ASCC program by using said value represented by said ASCC voucher.

(Currently Amended) 9. The network system of claim 8 further comprising wherein:

an ASCC provider's computer managed by said after-sales-service and customer care (ASCC) provider selected by said customer connected ~~through an ASCC provider computer~~ to said network system for receiving said electronic ASCC voucher transmitted over said network system as a computer file from said customer for carrying out said ASCC program for said customer as defined in said electronic ASCC voucher and for said ASCC provider to submit ~~submitting~~ said ASCC voucher for receiving a payment according to said value represented by said electronic ASCC voucher.

(Currently Amended) 10. The network system of claim 8 wherein:

said GSP server comprising said electronic voucher issuing processor further connecting to said customer through said network system for said customer to select and ~~obtain~~ receive an incentive voucher as a computer file transmitted through said network system for said customer to reward said ASCC provider selected by said customer with a value defined by said incentive voucher and according to a customer satisfaction assessment by said customer.

(Currently Amended) 11. The network system of claim 8 wherein:

said ~~online~~ GSP server connected to said network system further includes a virtual-direct network communicating processor for establishing a virtual-direct network communication between a customer's computer of said online customer and said ASCC provider's computer of said ASCC provider selected by said customer to arrange for said ASCC program and for transmitting said ASCC voucher over said network system to make a payment according to said value defined by said electronic ASCC voucher for said ASCC program.

(Currently Amended) 12. The network system of claim 8 wherein:

said electronic ASCC voucher as said computer file further includes an automatic reminder for issuing a reminding message to said customer about information related to said ASCC program.

(Currently Amended) 13. The network system of claim 8 wherein:

said GPS server comprising said electronic ASCC voucher issuing processor further includes an ASCC database for keeping a record related to said ASCC program defined by said electronic ASCC voucher.

(Currently Amended) 14. The network system of claim 9 13 wherein:

said GPS server comprising said electronic ASCC voucher issuing processor further includes a database manager for organizing said record kept in said ASCC database.

(Currently Amended) 15. A network system connected with an electronic commerce (e-commerce) server of an online goods and services provider (GSP) selling goods-or-services for conducting an electronic commerce (e-commerce) transaction on said network wherein said network system wherein further comprising

said e-commerce server generating a computer file comprising an electronic after-sales-service and customer care (ASCC) voucher for transmitting over said network to a customer wherein said ASCC voucher having an ASCC voucher identifier unique to said e-commerce transaction for defining a value for said customer to control and transmit said electronic voucher as said computer file to an after-sales-service and customer care (ASCC) provider selected by said customer for paying for an after-sales service and customer care (ASCC) program and also for tracking said after-sales service and customer care (ASCC) program.

(Currently Amended) 16. The network system of claim 15 further comprising:

a customer's computer managed by an online customer to select and receive said computer file comprising said electronic ASCC voucher from said network system for ready to process said ASCC program defined by said electronic voucher by sending said computer file comprising said ASCC voucher to said ASCC provider selected by said customer.

(Currently Amended) 17. The network system of claim 15 further comprising wherein:

an ASCC provider's computer managed by said after-sales-service and customer care (ASCC) provider selected by said customer
~~further having an a ASCC provider computer to receive said~~
computer file comprising said electronic ASCC voucher transmitted over said network from said customer ~~for~~ to said ASCC provider for receiving a payment according to said value defined by said electronic voucher for performing said ASCC program defined and tracked by said electronic ASCC voucher.

(Currently Amended) 18. The network system of claim 15 further comprising

a networked server managed by an after-sales-service and customer care (ASCC) center ~~with an ASCC server for connecting to said~~
customer's computer of said customer for said customer to select and receive said computer file comprising said electronic ASCC voucher and for said customer to coordinate and track said ASCC program defined by said electronic voucher.

(Currently Amended) 19. The network system of claim 18 wherein:

said networked server managed by said ASCC center server further includes an ASCC database for recording data related to said ASCC program using said ASCC voucher identifier.

(Currently Amended) 20. The network system of claim 18 further comprising:

a customer's computer connected to said network system managed by an online customer for carrying out said e-commerce transaction with said online GSP through said e-commerce server and selecting and receiving said computer file comprising said electronic ASCC voucher from said networked server managed by said ASCC center server for processing said ASCC program defined by said electronic voucher;

an ASCC provider's computer managed by said after-sales-service and customer care (ASCC) provider selected by said customer having a ASCC provider computer; and

said ASCC networked server managed by said ASCC center further includes a virtual-direct network communication processor for enabling a virtual-direct network communication between said online customer and said ASCC provider selected by said customer for transmitting said computer file comprising said ASCC voucher over said network system to said ASCC provider to arrange for carrying out and to pay for said ASCC program defined and track by said ASCC voucher.

(Currently Amended) 21. The network system of claim 15 further comprising:

a networked server connected to said network system managed by an after-sales-service and customer care (ASCC) center ~~having an ASCC server~~ for issuing said electronic ASCC voucher and for coordinating, tracking and carrying an insurance policy for covering liabilities related to said ASCC program.

(Currently Amended) 22. A network system connected with an online goods and services provider (GSP) selling goods-or-services to an online customer through the network system, the network system further comprising:

a networked server connected to said network system and managed by an after-sales-service and customer care (ASCC) center having an ASCC server for connecting to a customer's computer managed by said customer for said customer to select and receive a computer file transmitted through said network system comprising an electronic ASCC voucher defining an ASCC program and a value for payment of the ASCC program related to sales of said goods-or-services wherein said electronic ASCC voucher is provided for transmitting over said network to said customer;

a plurality of ASCC provider's computer connected to the network system managed by a plurality of after-sales-service and customer care (ASCC) providers each having an ASCC computer connected to said network for said customer to control and transmit said computer file comprising said electronic voucher to a selected ASCC provider for paying for said ASCC program by using said value represented by said ASCC voucher;

said networked server managed by said ASCC center server having an ASCC database for storing a record for each of said ASCC providers for allowing said online customer to review and to chose a selected ASCC provider;

said networked server managed by said ASCC center server further includes a virtual-direct network communicating processor for enabling a virtual-direct network communication between said online customer and said selected ASCC provider to arrange for said ASCC program and for said online customer to transmit said ASCC voucher as payment to said selected ASCC provider over said network; and

said networked server managed by said ASCC center server further generates and transmits to ~~provided to enable~~ said customer computer files comprising ~~to select and receive an incentive~~ vouchers for said online customer to reward said selected ASCC provider according to a customer satisfaction assessment by said customer.

(Previously Presented) 23. The network system of claim 1 wherein:

said network system is a wireless system.

(Previously Presented) 24. The network system of claim 8 wherein:

said network system is a wireless system.

(Previously Presented) 25. The network system of claim 15 wherein:

said network system is a wireless system.

(Previously Presented) 26. The network system of claim 22 wherein:

said network system is a wireless system.